

SPECIFICATION

MANAGEMENT METHOD FOR RECEIVING ORDERS AND MANAGEMENT SYSTEM FOR RECEIVING ORDERS

FIELD OF THE INVENTION

The present invention relates to a management method for receiving orders and a management system for receiving orders that are suitable for operations to calculate price quotations for received orders in a system that receives orders and sells goods through a network.

PRIOR ART

The use of systems for receiving orders and selling goods through a wide area network such as the Internet is rapidly becoming popular. These systems have the advantage in which distribution costs can be reduced and good quality products can be provided at low prices. The systems of this type may use Web pages to provide abundant and detailed product information to the users, and can receive orders including options from the users. Orders placed by the users are transmitted from receiving terminals operated by the users to the server. An operator who is in charge of receiving orders may prepare quotations according to the contents of the orders, and transmits the same to the user. The user may place an order after confirming the content of the quotation.

However, the conventional technique described above has the following problems that need to be solved.

When the number of orders received from the users or the number of requests for quotation increases, the number of operators who are in charge of taking orders need to be increased, unless otherwise, smooth services cannot be provided. As a result, the manpower expenses increase and the costs increase. Furthermore, it is not easy to train many operators so that they will have abundant technical knowledge about the products. In this connection, the inventors of the present application have developed a method for providing a program for implementing a guidance relating to the products in a Web page, and further calculating a quotation in real time. The Web page is downloaded for use onto a receiving terminal that is used by the user.

When products are selected by referring to the guidance on the Web page, the calculation quotation program is executed and a result of quotation calculation is immediately displayed to the user. Even when the receiving terminal is separated from the server, the user can use the

Web page and repeatedly perform quotation calculations. When the user decides a combination of preferred products or options, the user transmits a result of the quotation to the server.

The server side receives the result of the quotation, and immediately prepares a formal quotation. A Web page displaying the formal quotation is transmitted to the user; and a purchase agreement is concluded when the user confirms the content. Therefore, it becomes possible to receive orders without intervention of an operator who is in charge of receiving orders. However, in the system described above, the Web page download onto the receiving terminal that is used by the user includes information for prices of products and calculation formulae needed for the quotation calculation.

If the content thereof is changed for some reasons or intentionally tampered by the user, a purchase agreement based on an erroneous quotation may be concluded. Also, when a quotation result, which is obtained by a Web page that was transmitted before the price and the specification were changed, is send to the server in a later date, it is likely that an erroneous quotation may be issued.

DESCRIPTION OF THE INVENTION

The present invention employs the following compositions to solve the problems described above.

<Composition 1>

A management method for receiving orders, comprising: transmitting a Web page having a program for calculating a quotation added thereto to a receiving terminal operated by a user through a network; when a result of a calculated quotation at the receiving terminal is returned to the server, conducting an analysis of the result of the calculated quotation on the server; and when a determination is made based on a result of the analysis that the result of calculated quotation is appropriate, executing a process to validate the quotation.

The server transmits Web pages to the receiving terminal through the network. The server, the receiving terminal and the network may be used for any purposes or may have any functions. A Web page with a program to calculate a quotation added thereto is displayed on the receiving terminal of the user. When the user selects several products on the Web page, the program to calculate a quotation calculates the total sale price therefor based on the selection result and displays the same. By utilizing this Web page, calculation services can be provided to the user without giving a load to the server.

The result of the quotation calculation includes information relating to the products selected by the user and the calculated value. The result of the quotation calculation returned

from the receiving terminal is analyzed by the server. When the Web page is rewritten by tampering or the like, data that is not appropriate to the result of quotation calculation may be included. The server detects this by the analysis, and preemptively prevents an erroneous quotation from being issued.

<Composition 2>

In the management method for receiving orders according to Composition 1, the management method for receiving orders has the feature that the analysis process includes a process for examining appropriateness of product information included in the result of the quotation calculation transmitted from the receiving terminal.

The product information included in the result of the quotation calculation is information indicating the products that are selected by the user using the Web page. If the product information contains a selection of a product that cannot be possibly present or an impossible combination of products, a determination is made that a Web page under the normal condition was not used to form the quotation. It is noted that the products include services and the like to be provided to the users.

<Composition 3>

A management method for receiving orders, comprising: transmitting a Web page having a program for calculating a quotation added thereto to a receiving terminal operated by a user through a network; and when a result of a calculated quotation on the receiving terminal is returned to the server, executing a process to validate the quotation if a time period between the transmission of the Web page and the reception of the returned quotation is within a specified time range.

An erroneous quotation is prevented from being issued in the case, for example, when a quotation result, which is obtained using a Web page that was transmitted before data that is the basis for the quotation, such as, for example, prices and specification, was changed, is returned to the server at a later date. In other words, the specified time may be set such that only a quotation that uses a Web page that is formed based on the latest data is made valid.

<Composition 4>

A management method for receiving orders, comprising: transmitting a Web page having a program for calculating a quotation added thereto to a receiving terminal operated by a user through a network; and when a result of a calculated quotation on the receiving terminal is returned to the server, executing a process to validate the quotation when a version of the Web page is within a specified range.

An erroneous quotation is prevented from being issued in the case, for example, when a quotation result, which is obtained using a Web page that was transmitted before the prices and